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June 19, 2015

To: Mayor Michael D. Antonovich
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From: Sachi A. Hamai 
Interim Chief Executive Officer

CHILDREN'S SOCIAL WORKER (CSW) – PUBLIC HEALTH NURSE (PHN) JOINT VISIT INITIATIVE – PRE-IMPLEMENTATION STATUS REPORT

On April 13, 2015, the Office of Child Protection (OCP) provided your Board with a plan to implement Phase I of the CSW-PHN Joint Visit Initiative in response to the Board's January 13, 2015 motion. The plan stated that Phase I will launch by July 1, 2015 at the Martin Luther King, Jr. Outpatient Center (MLK Hub) and the Department of Children and Family Services (DCFS) Compton and Vermont Corridor Regional Offices. During July, recently hired DCFS PHNs will begin training and joint visits will commence later in the month. The OCP has been working closely with DCFS, Health Services (DHS), Mental Health (DMH), Public Health (DPH), and the Service Employees International Union (SEIU) representing PHNs to ensure all essential factors are in place before the launch date.

This report provides an update on the medical hub augmentation, as it relates to the MLK Hub, and as approved by this Board on January 13, 2015. This report also includes updates from DCFS and DPH on necessary pre-implementation activities related to conducting the CSW-PHN joint visits.

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Martin Luther King, Jr. Hub

Expanding Capacity for Additional Medical Screenings

DHS is working on several operational changes to expand capacity at the MLK Hub. By July 1, 2015, the MLK Hub will extend evening hours Monday through Thursday from 8:00 a.m. to 8:00 p.m., and on Friday from 8:00 a.m. to 4:30 p.m. To streamline the referral process for PHNs to refer children to the MLK Hub, DHS and DCFS have finalized a streamlined version of the referral form and are making necessary changes to electronically process the form. Both Departments fully expect that the revised form will be fully operational with electronic processing capability by July 1, 2015.

The MLK Hub is currently working to hire two Medical Case Workers. For children referred to the MLK Hub, Medical Case Workers will follow-up on missed appointments, and referred children and families will have their care coordinated.

Co-locating Mental Health Services

DMH has been working, in collaboration with DHS, to implement a plan to co-locate mental health staff at the MLK Hub. DMH has hired two of the three staff (a Mental Health Clinical Supervisor and a Psychiatric Social Worker) that will be housed at the MLK hub. Efforts to hire a second Psychiatric Social Worker are ongoing. Space for the staff has been identified by DHS. On May 15, 2015, a fire clearance for the MLK Hub was obtained, and an application to request Medi-Cal certification has been initiated. Finally, DMH is in the process of obtaining the necessary hardware to support the DMH Integrated Behavioral Health Information System, and installing a DMH server in order for DMH staff at the MLK Hub to access DMH's electronic health record system.

CSW-PHN Joint Visits

Presently, DCFS and DPH have finalized procedures and forms necessary to implement the CSW-PHN joint visits, including the PHN Assessment Tool and the joint visit protocol. DCFS is hiring PHNs, and DPH has developed a training curriculum. Both Departments have agreed to a joint training plan. Additionally, DCFS continues to work on developing a system to track outputs and outcomes. The following updates relate to policy, training, and hiring of staff.

Policy and Procedures

A PHN Assessment Tool has been developed in collaboration with the Nursing Directors of DHS and DPH, PHNs and management staff at DCFS and DPH, the OCP, and County Counsel. Moreover, the Nursing Directors have established that the information gathered through the completion of the tool falls within the scope of nursing practice.

The DCFS Policy Section, in consultation with DCFS regional staff from the Compton and Vermont Corridor Regional Offices and DCFS and DPH PHNs, have drafted a protocol document specifically for the Compton and Vermont Corridor Regional Offices and the Emergency Response Command Post (ERCP). The DCFS Policy Section will develop a website where the PHN-CSW Joint Visit Initiative Phase I protocol will be accessible for staff at those offices. The protocol will pertain to the Phase I offices only and to those ERCP cases mapped to Compton and Vermont Corridor. Once countywide rollout of the PHN-CSW Joint Visit Initiative is complete, countywide policy changes will take place.

Training

A comprehensive and specialized training curriculum has been jointly developed by DCFS and DPH to ensure PHNs have the skills to implement the joint visits. The training curriculum was developed through a collaborative effort between the DCFS and DPH Training Units, as well as with DCFS and DPH PHNs and PHN-Supervisors. The DPH training will focus on the requisite skills needed for PHNs to complete the PHN Assessment Tool during the joint visit with the CSW. The DCFS training unit will provide PHNs with a foundational overview of the Emergency Response (ER) unit at DCFS regional offices, child abuse reporting laws and practical application of the Child Welfare Services/Case Management System.

Staffing PHNs

Current staffing levels at the regional offices participating in Phase I include 14 staff dedicated to the initiative, comprised of volunteer PHN transfers and new hires. To date, DCFS staffed both the Compton and Vermont Corridor regional offices (four PHNs at Compton; five PHNs at Vermont Corridor; one Supervisor PHN at each office; one lead PHN at each office). For the ERCP, DCFS has one Nurse Manager and is identifying additional PHN staff. DCFS will continue recruitment efforts to identify additional staff for the ERCP, which will handle investigations during afterhours and on

weekends. Recruitment efforts will be ongoing to identify staff for regional offices in subsequent phases as the Countywide rollout continues.

Labor-Management Meetings

While efforts are underway to implement this initiative, labor has presented questions and concerns raised by staff. During early implementation efforts, OCP held several meetings with SEIU and invited them to the implementation planning table with all other involved Departments. DCFS and SEIU engaged in an initial meet and consult on February 19, 2015, and the final meet and consult is scheduled for June 23, 2015.

Once the CSW-PHN Joint Visit Initiative launches, the OCP will be providing the Board with a status update after 90 days to report on progress, including outputs and outcomes. If you have any questions, please contact Fesia Davenport at (213) 974-1186, or by email at fdavenport@ceo.lacounty.gov.

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